

Core Business Process III- Student Enrollment Tracking and Reporting Process
Risk Mitigation and Contingency Options Matrix
Minimum Acceptable Level of Service: 30 days

Core Business Process: Student Enrollment Tracking and Reporting Process						
Scenario Section				Business Priority Section		
Failure Source	Threat/Failure Scenario	Impact/End Result	Earliest Failure Date	Business Priority Impact Rating	Risk Rating	Possible Options
						High-Level Contingency Options

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NSLDS	1. Lose ability to create new rosters and transmit them to schools..	Borrowers may be inappropriately placed into default status, denied in school or deferment status, and lenders may over-bill for interest benefits.	1/3/2000	High	Low	Medium	To mitigate the risk that borrowers' status could be erroneously classified as a result of any failure, ED could :	If new rosters cannot be created or transmitted, or enrollment data cannot be received or updated, ED could:
NSLDS	2. Lose ability to receive rosters from schools (any input method).							
NSLDS	3. Lose ability to disseminate roster data to the DL servicer or to GA's.							
TIVWAN	4. Lose ability to receive or transmit data from NSLDS, schools, or the Clearinghouse.							

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EDEExpress	5. Lose ability to complete, receive rosters from, or transmit rosters to, NSLDS.			Med	Low	Med	<ul style="list-style-type: none"> Allow lenders to automatically place borrowers in repayment with last available enrollment information 	<ul style="list-style-type: none"> Remind schools using the Clearinghouse to use on-line NSLDS reporting option.
SBS	6. Lose ability to receive enrollment data from registrars, complete rosters, and transmit completed rosters to NSLDS.						<ul style="list-style-type: none"> Allow six months extension of in school status for students who are still enrolled as of December 1999. 	
Third-party Servicer	7. Lose ability to receive enrollment data from registrars, complete rosters, and transmit completed rosters to NSLDS.						<ul style="list-style-type: none"> Encourage schools to plan for other school-based software contingencies. Send AGD report to schools for borrowers whose AGD will expire between December 1999 and June 2000 to obtain most recent AGD status. 	

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Clearing-house	8. Lose ability to process enrollment and roster data from schools, lenders, servicers, and GA's and ability to transmit that data to GA's and NSLDS		1/3/2000	High	Low	Med	see Options above	see Options above
Lender/Servicers	9. Lose ability to receive enrollment data to GA's, send that data to the Clearinghouse, or update borrower servicing records.							
DLSS	10. Lose ability to receive enrollment data from NSDLS and to update borrower servicing records.							

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Perkins Third-party Servicers	11. Loss ability to receive and process enrollment data from school registrars, disseminate enrollment data to other Perkins holders, or update borrower servicing records.						see Options above	see Options above
School on-line updates	12. Lose ability to receive and process on-line rosters or updates.							
School ad-hoc Change Reports	13. Lose ability to process or transmit ad-hoc changes to NSLDS.							